



Protective Service

HANDOUTS



EDL



LIST OF MANDATED REPORTERS
UNDER SECTIONS 198.070, 565.188 AND 660.300, RSMo

198.070...reasonable cause to believe that a resident of a facility has been abused or neglected

565.188...reasonable cause to suspect such a person (age 60 or older) has been subjected to conditions or circumstances which would reasonably result in abuse or neglect

660.300...reasonable cause to believe that an in-home services client has been abused or neglected, as a result of in-home services

Failure to report is a class A misdemeanor under each of the above statutes.

Adult Day Care Worker	Law Enforcement Officer
Chiropractor	Long-Term Care Facility Administrator or Employee
Christian Science Practitioner	Medical Examiner
Coroner	Medical Resident or Intern
Dentist	Mental Health Professional
Embalmer	Minister
Employee of the Department of Social Services	Nurse
Employee of the Department of Mental Health	Nurse Practitioner
Employee of Department of Health and Senior Services	Optometrist
Employee of a local Area Agency on Aging or an organized Area Agency on Aging Program	Other Health Practitioner
Funeral Director	Peace Officer
Home Health Agency or Home Health Agency employee	Pharmacist
Hospital and Clinic Personnel engaged in examination, care, or treatment of persons	Physical Therapist
In-Home Services Owner, Provider, Operator, or Employee	Physician
	Physician's Assistant
	Podiatrist
	Probation or Parole Officer
	Psychologist
	Social Worker

Listing of Criminal Offenses Applicable to Section 660.317, RSMo

<u>Criminal Violation</u>	<u>Crime Class</u>	<u>RSMo Section</u>
Abusing an individual through forced labor	B Felony	566.203
Arson in the first degree	A or B Felony	569.040
Arson in the second degree	B Felony	569.050
Assault in the first degree	A or B Felony	565.050
Assault on law enforcement officer or emergency personnel in the first degree	A Felony	565.081
Assault on law enforcement officer or emergency personnel in the second degree	B Felony	565.082
Burglary in the first degree	B Felony	569.160
Causing Catastrophe	A Felony	569.070
Child Molestation in the first degree	A or B Felony	566.067
Domestic Assault in the first degree	A or B Felony	565.072
Elder Abuse in the first degree	A Felony	565.180
Elder Abuse in the second degree	B Felony	565.182
Enticement of a Child (with prior conviction of this section, sections 568.045, 568.050 or 568.080, or Chapter 566, RSMo)	B Felony	566.151
Failure to report acts of abuse or neglect	A Misdemeanor	198.070.3
Forcible Rape	A or B Felony	566.030
Forcible Sodomy	A or B Felony	566.060
Incest	D Felony	568.020
Infanticide	A Felony	565.300
Kidnapping	A or B Felony	565.110
Murder in the first degree	A Felony	565.020
Murder in the second degree	A Felony	565.021
Pharmacy Robbery in the first degree	A Felony	569.025
Pharmacy Robbery in the second degree	B Felony	569.035
Robbery in the first degree	A Felony	569.020
Robbery in the second degree	B Felony	569.030
Sexual Abuse (infliction of serious physical injury, display of a deadly weapon or dangerous instrument in a threatening manner, victim subjected to sexual contact with more than one person, or victim is under age fourteen)	B Felony	566.100
Statutory Rape in the first degree	B Felony	566.032
Statutory Sodomy in the first degree	B Felony	566.062
Tampering with a prescription or a drug prescription order	A Felony	565.350
Trafficking for the purpose of sexual exploitation	B Felony	566.209
Trafficking for the purpose of slavery, involuntary servitude, peonage or forced labor	B Felony	566.206
Vulnerable person abuse in the first degree	A Felony	565.210
Vulnerable person abuse in the second degree	B Felony	565.212
Voluntary Manslaughter	B Felony	565.023

Water contamination (introduction of any	B Felony	569.072
dangerous radiological, chemical or biological agent		
or substance into any public or private waters or water		
supply)		

Listing of Criminal Offenses Applicable to Section 660.317, RSMo

<u>RSMo Section</u>	<u>Criminal Violation</u>	<u>Crime Class</u>
198.070.3	Failure to report acts of abuse or neglect	A Misdemeanor
565.020	Murder in the first degree	A Felony
565.021	Murder in the second degree	A Felony
565.023	Voluntary Manslaughter	B Felony
565.050	Assault in the first degree	A or B Felony
565.072	Domestic Assault in the first degree	A or B Felony
565.081	Assault on law enforcement officer or emergency personnel in the first degree	A Felony
565.082	Assault on law enforcement officer or emergency personnel in the second degree	B Felony
565.110	Kidnapping	A or B Felony
565.180	Elder Abuse in the first degree	A Felony
565.182	Elder Abuse in the second degree	B Felony
565.210	Vulnerable person abuse in the first degree	A Felony
565.212	Vulnerable person abuse in the second degree	B Felony
565.300	Infanticide	A Felony
565.350	Tampering with a prescription or a drug prescription order	A Felony
566.030	Forcible Rape	A or B Felony
566.032	Statutory Rape in the first degree	B Felony
566.060	Forcible Sodomy in the first degree	A or B Felony
566.062	Statutory Sodomy in the first degree	B Felony
566.067	Child Molestation in the first degree	A or B Felony
566.100	Sexual Abuse (infliction of serious physical injury, display of a deadly weapon or dangerous instrument in a threatening manner, victim subjected to sexual contact with more than one person, or victim is under age fourteen)	B Felony
566.151	Enticement of a Child (with prior conviction of this section sections 568.045, 568.050 or 568.080 or Chapter 566, RSMo)	B Felony
566.203	Abusing an individual through forced labor	B Felony
566.206	Trafficking for the purpose of slavery, involuntary servitude, peonage or forced labor	B Felony
566.209	Trafficking for the purpose of sexual exploitation	B Felony
568.020	Incest	D Felony
569.020	Robbery in the first degree	A Felony
569.025	Pharmacy Robbery in the first degree	A Felony
569.030	Robbery in the second degree	B Felony
569.035	Pharmacy Robbery in the second degree	B Felony
569.040	Arson in the first degree	A or B Felony
569.050	Arson in the second degree	B Felony
569.070	Causing Catastrophe	A Felony

569.072	Water contamination (introduction of any dangerous radiological, chemical or biological agent or substance into any public or private waters or water supply)	B Felony
569.160	Burglary in the first degree	B Felony

Indicators of Abuse & Neglect

Physical Appearance

- Burns, especially unusually located
- Malnutrition, poor skin color, thin, obese, listless, mind unclear
- Bilateral bruises on upper arms, from shaking
- Swollen ankles (heart or kidney ailment)
- Clustered bruises on trunk from repeated striking
- Old and new bruises - as an injury repeated striking
- Unhealed sores/untreated injuries
- Green, yellow, red, brown sputum
- Clothing inappropriate for weather, occasion, filthy, torn, big
- Swelling in joints accompanied by sickness or fever
- Bone fracture/signs of fractures
- Unintentionally non-communicative
- Rash, impetigo, eczema
- Clothing covering entire body
- Thin spots in hair (as though pulled out)
- Wheezing/persistent cough
- Bruises resembling an object
- Untreated medical conditions
- Coldness in part of body
- Immobile/difficult moving
- Same clothing all the time
- Sudden weight loss or gain
- Lacerations/welts, black eye
- Lack of prosthetic devices
- Untreated medical condition
- Blood in excretion
- Loss of sight or hearing
- Heat exhaustion
- Dehydration
- Severe or constant pain
- Repeated broken bones
- Sudden illness
- Odorous, smell of alcohol
- Changes in appearance
- Dilated pupils
- Nails needing clipping
- Bed sores
- Tremors
- Red, painful eyes
- Broken glasses/frames
- Unkempt, dirty
- Hair matted or tangled
- Decayed teeth
- Swollen eyes
- Swelling of legs
- Lack of clothing
- Shoes on wrong feet
- Incontinent
- Fleas or lice
- Coma
- Vomiting
- Shortness of breath
- Chest pains
- Lumps
- Scars
- Hair not combed
- Loss of equilibrium
- Narcolepsy

Environmental

- Lots of medications lying around
- Medications from several doctors
- Medications not clearly marked
- Soiled bedding/furniture
- Food is not present, inadequate or spoiled, or lying around
- Food stored improperly
- No evidence of food preparation
- Unsanitary food preparation
- Lack of minimum facilities - bathroom, bed, furniture
- Large number of animals lacking care
- Lack of electricity, heat, water, toilet, or cooking facilities, refrigeration or cooling
- House infested with fleas, lice, roaches, rats, birds, squirrels, snakes, etc.
- Change in housekeeping style
- Piles of dirty clothes/linens
- Number of locks and bolts
- Disappearance of personal property or household items
- Hazardous conditions:
 - poor wiring
 - porch is rotten
 - open fireplace
 - stack of newspapers
 - only one exit
 - inadequate light
 - no handrail on stairs
 - odor of gas
 - loose rugs
 - floor uneven, slippery
 - unventilated gas heaters
 - extension cord in traffic pattern
 - no grab bars or non-skid strips in bathroom
 - bad chimney
 - broken glass
 - no locks
- Large cracks in wall/floor
- Outdated prescriptions
- Fecal/urine smell
- Urine soaked bed
- Evidence of restraints
- Limited variety of food
- Roof leaks
- Furniture rickety
- Overcrowding
- Home too cold/hot
- Home not ventilated
- No screens or windows
- Contaminated well
- Empty bottles of liquor
- Yard cluttered
- Unable to access essential rooms
- Burst water pipes
- High grass
- Bad neighborhood
- Frequent moving
- Too many stairs

Behavior of Family or Caregiver

- Conflicts with others or the community
- Arguments within extended family on care provided to client
- Family imposes obligations
- Manipulates overly passive adults into babysitting, paying bills, loaning money
- Family has other illness to deal with
- Recent loss of spouse, family members or close friends
- Resentment by caregiver
- Financial problems / lack of money
- Client left alone for long periods of time
- Lack of knowledge by caregiver of client's condition and needed care
- History of mental illness in the family
- Withholding of food or medications
- Unrealistic expectations of client
- Explanation of injury not feasible
- Past history of similar episodes
- Inconsistent explanations
- Sudden appearance of previously uncaring relatives
- Evasiveness on payment of bills
- Unusual household composition
- Competition in family for attention
- Blames others for problems
- Irresponsible
- Caregiver has many other responsibilities
- Denial of problems
- Alcohol, drug use by family
- Intergenerational households
- Overprotection by family
- Lack of physical, facial, eye contact with client
- Caregiver does not provide personal care
- Unusual expenses and no visible means of income
- Transfer of property, savings, Insurance, wills
- Other injuries found which were not reported
- Prolonged interval between treatment and injury
- Someone other than caregivers bring clients
- Caregiver will not allow visitors
- Unexplained cash flow
- Excessive payment of care
- Marital or family discord
 - striking
 - shoving
 - beating
 - name-calling
 - scape-goating
 - yelling
- Continuous friction
- Hostility
- Secretive
- Impatient
- Frustrated
- Poor self-control
- Shows little concern
- Recent family crisis
- Role reversal
- Treats client like a child
- Overly frugal
- Lock client away from family
- Family does not interact with client
- Resentment
- Jealousy
- Doctor hopping

Social Indicators

- Client resists going outside home
- Little or no contact with others
- Only one person to call in times of crisis
- Dependent on one caregiver for financial/physical/emotional support
- Conflicts with the community
- Pets replace affection from others
- Undesirable friends, too many
- Caregivers providing help for pay
- Visitors only on check day
- Home is physically isolated from community
- No assistance provided by friends, relatives, or neighbors
- Lives alone or in an overcrowded home
- Community refuses support, client is ostracized
- Lack of magazines, books, radio, TV, phone, letters
- Receives no visitors
- Lack of aged friends
- Doesn't know neighbors
- Relatives live far away
- Doesn't want worker to leave
- No hobbies or interests
- Eats alone
- Unable to read or write

Client's Behavior

- Withdrawn - no desire for family or outside contacts
- Not willing to form attachments
- Extreme agitation, irritable or grouchy
- Depressed affect / no eye contact, movement or expression
- Sleep disorders, insomnia, nightmares
- History of mental illness
- Alcohol or drug abuse
- Violent / threatens worker
- Delusions / paranoia
- Recent or sudden changes in behavior or attitudes
- Denial of problems
- Loneliness
- Unjustified fear
- Unwarranted suspicion
- Mentally deficient
- Bizarre behavior
- Compulsiveness
- Fanaticism

Client's Behavior (continued)

- Excessive physical complaints
- Denial of problem due to pride
- Refuses to discuss situation, cooperate, communicate the need for help
- Blaming of someone else for problems
- Unable to cook, phone for help or take medications properly
- Unaware of how much money they receive and regular monthly expenses
- Carries large amount of cash
- Lacks judgment, confuses priorities
- Frequent requests for help at the end of the month to supplement income
- Payment of exorbitant prices for services, repairs, rent, etc.
- Unable to respond rationally to questions/ erratic/ irrational
- Disoriented as to time and place
- No incentive or motivation, apathetic
- Persistent, intense anxiety unattributable to any real problem
- Feelings of inadequacy or worthlessness
- Refusal to talk about subject personal matters
- Inappropriate use of facilities
- Constantly losing thoughts
- Hoards / squanders money
- High dependence on others, or agencies
- Chronically fails to pay bills
- Depleted bank accounts with nothing to show
- Large amount of purchases on credit
- Can't remember who you are or who they are
- Inability to follow instructions
- Utterly discouraged/ hopeless
- No pride in themselves or their home, low self-esteem
- Inability to distinguish between fantasy and reality
- Unreasonable excuses
- Frightened of caregiver
- Unintelligible speech or unable to communicate
- Frequent falls
- No set meals
- Overly frugal
- Wandering
- Begging
- Pack-ratting
- Confusion
- Easily influenced
- Overly quiet
- Passive
- Timid
- Suicidal
- Excessive crying
- Uncashed checks; money laying around
- Demanding undivided attention
- Careless smoking
- Refuses to open door
- Unwillingness to talk
- Extreme procrastination
- Giving money away; overly-generous

Imminent Danger Life-Threatening Situations

The following situations, although not all-inclusive, should be considered emergencies:

- ☐ Reports of physical abuse occurring at the present time or where there are injuries to the eligible adult.
- ☐ Reports of ongoing sexual abuse.
- ☐ Reports involving eligible adults who are suffering from acute, untreated medical conditions.
- ☐ Reports alleging that caretakers of eligible adults are psychotic, behaving in a bizarre manner, or acting under the influence of drugs or alcohol.
- ☐ Reports alleging chemical restraint through non-prescribed drugs or alcohol.
- ☐ Complaints alleging bizarre punishment.
- ☐ Complaints alleging that an eligible adult is suicidal.
- ☐ Complaints involving abandonment of an eligible adult incapable of providing for their essential human needs.
- ☐ Self-referrals from families who state they are unable to meet the immediate care needs of an eligible adult.

Family Care Safety Registry (FCSR)

In-home services providers must register and screen their employees with the Department of Health and Senior Services' Family Care Safety Registry (FCSR).

Registration and screening of employees can be completed online through the internet or with paper forms.

Visit the FCSR website for additional information, online access forms and paper forms.

<http://health.mo.gov/safety/fcsr/>

Employee Disqualification List (EDL)

Additionally, employees must be screened with the Department of Health and Senior Services' Employee Disqualification List (EDL).

To obtain a "User ID" and "Password," an Access Request Form must be completed. This form may be obtained on the EDL website at:

<http://www.dhss.mo.gov/EDL/>

Once completed, it may be mailed to:

Division of Senior Services & Regulation
c/o EDL Unit
912 Wildwood Dr.
Jefferson City, MO 65102
or faxed to
573/522-8463